

Amendments to the Claims

This listing of claims will replace all prior versions and listings of claims in the application:

WHAT IS CLAIMED IS:

1 (currently amended) A computerized method for managing and communicating information regarding an order of goods among a plurality of teams responsible for performing tasks through designated personnel that, when successfully performed, allow for fulfilling an order within a requested delivery date, the method comprising:

storing order data in a database, the order data including at least one identifier associating a respective order to a respective customer, the order data further including a requested delivery date for the ordered goods;

gathering in the database data indicative of progress or lack thereof for each order relative to the requested delivery date;

~~providing memory for storing in a memory~~ a rulebase including a set of rules configured to determine at least a potential cause impeding progress of any order relative to its respective requested delivery date, the set of rules being programmed to automatically assign an order and a predefined corrective action to selected personnel in a respective team, based, at least in part, on the nature of the cause impeding order progress and an order processing responsibility of the respective team; ~~and~~

storing a classification table in the database, the classification table including data classifying each respective order both as a function of team order processing responsibility and number of days a respective order is overdue relative to a requested delivery date;

providing access to the classification table through a respective interface medium;

processing the gathered data in the database relative to the rulebase for performing the automated assignment of the order and predefined corrective action to the selected personnel in the event lack of order progress is determined, the predefined corrective action assigned to cure the potential cause impeding progress of any order relative to its respective delivery date; and

triggering a message notifying the selected personnel of the assignment of the order and predefined corrective action.

2. (Original) The computerized method of claim 1 wherein the message includes a link for accessing the database through a the respective interface medium including detailed information regarding the status of the order.

3. (Original) The computerized method of claim 2 wherein the interface medium comprises a Web page including a target date for performing the corrective action.

4. (Original) The computerized method of claim 3 wherein the Web page includes a data field for recording actions actually taken by the selected personnel to remove the lack of order progress.

5. (Original) The computerized method of claim 4 wherein the Web page further includes a data field for recording comment data regarding the status of the order and/or the actions taken to remove the lack of order progress.

6. (Original) The computerized method of claim 1 wherein the set of rules in the rule base is further configured to assign a lack of progress severity ratings based at least in part on continuing lack of progress beyond a fix completion date.

7. (Original) The computerized method of claim 1 wherein the rulebase further includes a set of escalation rules for progressively assigning corrective actions to higher levels of supervisory personnel based on a lack of progress severity ratings assigned to

a respective order and a team member being unable to resolve an issue impeding progress of the respective order.

8. (Original) The computerized method of claim 1 wherein the plurality of teams are selected from the group consisting of an order-entry team, a goods-availability team, and a goods delivery team.

9. (Currently Amended) A computerized system for managing and communicating information regarding an order of goods among a plurality of teams responsible for performing tasks through designated personnel that, when successfully performed, allow for fulfilling an order within a requested delivery date, the system comprising:

a database comprising order data including at least one identifier associating a respective order to a respective customer, the order data further including a requested delivery date for the ordered goods, the database gathering data indicative of progress or lack thereof for each order relative to the requested delivery date;

memory for storing a rulebase including a set of rules configured to determine at least a potential cause impeding progress of any order relative to its respective requested delivery date, the set of rules being-programmed to automatically assign an order and a predefined corrective action to selected personnel in a respective team, based, at least in part, on the nature of the cause impeding order progress and an order processing responsibility of the respective team; and

a processor configured to process the gathered data in the database relative to the rulebase for performing the automated assignment of the order and predefined corrective action to the selected personnel in the event lack of order progress is determined, the processor further configured to issue a message notifying the selected personnel of the assignment of the order and predefined corrective action, the predefined corrective action assigned to cure the potential cause impeding progress of any order relative to its delivery date.

10. (Original) The computerized system of claim 9 wherein the message includes a link for accessing the database through a respective interface medium including detailed information regarding the status of the order.

11. (Original) The computerized system of claim 10 wherein the interface medium comprises a Web page including a target date for performing the corrective action.

12. (Original) The computerized system of claim 11 wherein the Web page includes a data field for recording actions actually taken by the selected personnel to remove the lack of order progress.

13. (Original) The computerized system of claim 12 wherein the Web page further includes a data field for recording comment data regarding the status of the order and/or the actions taken to remove the lack of order progress.

14. (Original) The computerized system of claim 9 wherein the set of rules in the rule base is further configured to assign a lack of progress severity ratings based at least in part on continuing lack of progress beyond a fix completion date.

15. (Original) The computerized system of claim 9 wherein the rulebase further includes a set of escalation rules for progressively assigning corrective actions to higher levels of supervisory personnel based on a lack of progress severity ratings assigned to a respective order.

16. (Original) The computerized system of claim 9 wherein the plurality of teams are selected from the group consisting of an order-entry team, a goods-availability team, and a goods delivery team.